

Nursing Home Residents' Rights

If You Have a Problem, Who Should You Talk To?

If you live in a nursing home and you need help with solving a problem, there are a number of people you may ask.

If the problem is a personal or family concern:

- ▼ You may ask a staff member to suggest someone for you to talk with or to help you call someone of your choosing.
- ▼ You may ask the nursing home's social worker to help you or to refer you to an appropriate social services agency.
- ▼ You may ask the long-term care Ombudsman if he or she has any suggestions to assist you.

If the problem is related to your medical condition:

- ▼ You may talk with the charge nurse on your unit or the Director of Nursing.

- ▼ You may call your physician and discuss the problem with him/her.

If the problem concerns the nursing home:

- ▼ You may talk with the Resident Council in your nursing home.
- ▼ You may speak with a staff person you trust or the facility Administrator.
- ▼ You may discuss it with the long-term care Ombudsman.



If you do not want to discuss the problem with anyone in the nursing home, and you believe the nursing home is not or has not protected your rights or the rights of others, you may call the Department of Health Services, Licensing and Certification District Office (DHS L&C) or the Ombudsman Program. The telephone numbers of both agencies are posted in your nursing home.

Licensing and Certification District Offices:



Alameda	(866) 247-9100	Riverside	(888) 354-9203
Bakersfield	(866) 222-1903	Sacramento	(800) 554-0354
Chico	(800) 554-0350	San Bernardino	(800) 344-2896
Contra Costa	(800) 554-0352	San Diego North	(800) 824-0613
Daly City	(800) 554-0353	San Diego South	(866) 706-0759
Fresno	(800) 554-0351	San Jose	(800) 554-0348
Los Angeles	(800) 228-1019	Santa Rosa	(800) 554-0349
Orange	(800) 228-5234	Ventura	(800) 547-8267
Redwood Coast	(866) 784-0703		